

Dental Couriers Ltd. understands that privacy of your personal information is important to you. We are legally bound by and will comply with the New Zealand *Privacy Act 2020*.

#### **What personal information does Dental Couriers Ltd. collect and hold?**

As our customer we will collect and hold your name, business and email addresses and contact numbers, as well as your bank account details (for payment purposes).

All customer and supplier data is securely stored and in compliance with the Privacy Act 2020. This data is not used for marketing purposes and will not be shared with third parties.

#### **How does Dental Couriers Ltd. collect and hold personal information?**

Dental Couriers Ltd. collects personal information directly from you when you become a customer or supplier. This is done either by filling in a form, dealing with us over the telephone, email or face to face, by sending us a letter, or by using our website. This information is held in hard copy and/or electronic databases.

#### **What is the purpose of collecting and holding personal information?**

We need to collect personal information so that we can provide our products and services and conduct our business. Dental Couriers Ltd. does not sell, rent or trade your personal information to third parties. However, your personal information may be disclosed to third parties if required by applicable laws, or to service providers who provide services in connection with our products and services.

#### **Security**

Dental Couriers Ltd. takes reasonable steps to ensure the security of your personal information. We update our software frequently to protect our systems from computer viruses. Our employees are required under contract to treat any personal information held by Dental Couriers confidential. Internet, however is not always secure and we cannot protect personal information before it reaches us.

#### **Website cookies and digital services**

Information is also generated and collected whenever a page is accessed on our website that records information such as the time, date and specific page. We collect this data for statistical and maintenance purposes which enables us to continually evaluate our website performance.

#### **Access and correction of personal information**

You have the right to seek access to your personal information which has been collected and held by Dental Couriers Ltd. You also have the right to ask us to modify your personal information when it is inaccurate, incomplete or out of date, or to delete your personal information. To do so please get in touch with one of our staff members either by sending us an email or calling. Requests should be made in writing and we will need to verify your identity prior to providing you with access.

#### **Resolving your concerns**

You have the right to complain if you believe that your privacy has been compromised or if you believe that Dental Couriers Ltd. has not complied with the Privacy Act. To do so please contact us as soon as possible. We will endeavor to get back to you within 3 business days, and to resolve your complaint within 10 business days. When the nature of the complaint or other circumstances mean that it is not possible to meet these timelines then we will let you know within that time frame.

#### **Contact us**

If you would like to contact us about any matter relating to privacy, our details are:  
admin@dentalcouriers.co.nz

Our privacy policy was last updated on 03 Sept. 2022